

**ABSTRACT**

The present disclosure relates to a system and method for providing customer support to an electrical device user. The method comprises the steps of establishing a communications link between a customer support representative and the user with a customer support unit associated with the electrical device, and transmitting communications of the customer support representative to the user while the user is at the electrical device via the customer support unit. In a preferred arrangement, audio and video data are exchanged between the customer support representative and the user through the provision of a customer support unit that electrically connects with the electrical device (*e.g.*, a peripheral device).